

Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-114001	Application No. 10/784,196
<b>Information Disclosure Statement by Applicant</b> (Use several sheets if necessary)		Applicant Peter Gernold	
		Filing Date February 24, 2004	Group Art Unit 2166
(37 CFR §1.98(b))			

## U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

## Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

## Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
/E.S.H/	AQ	SAP CRM 3.1, "The Administration Console user manual," Walldorf, Germany: SAP AG, December 2002, pp.1-92.
	AR	
	AS	
	AT	

Examiner Signature /Eliyah Harper/	Date Considered 05/08/2011
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